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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 09/934,195

Filed: August 21, 2001

Inventor(s):

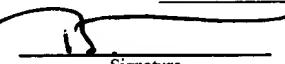
Sowler

Title: SERVICE MESSAGE
MANAGEMENT SYSTEM
AND METHOD

§ Examiner: Schubert, Kevin R.
§ Group/Art Unit: 2137
§ Atty. Dkt. No: 5181-77401

§
§ I hereby certify that this correspondence is being deposited with
§ the United States Postal Service with sufficient postage as first
§ class mail in an envelope addressed to Commissioner for
§ Patents, Alexandria, VA 22313-1450, on the date indicated
§ below.

B. Noël Kivlin



5-10-05

Signature

Date

AMENDMENT; RESPONSE TO OFFICE ACTION OF
APRIL 5, 2005

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This paper is submitted in response to the Office Action of April 5, 2005, to further highlight why the application is in condition for allowance.

Please amend the case as listed below.